

3121 West March Lane, Suite 100 Stockton, CA 95219

T (209) 955-6100 F (209) 955-6199

Acumen Adility Answers.



October 11, 2013

VIA OVERNIGHT DELIVERY

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, S.W. Washington, DC 20554

RE:

Compliance Filing of FCC Form 481 In the Matter of WC Docket Nos. 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Before the Federal Communications Commission

Dear Ms. Dortch:

ENMR Telephone Cooperative Inc., a state certified competitive eligible telecommunications carrier for Study Area Code 449037 Texas RSA 3 Limited Partnership, receiving high cost support, electronically submits its FCC Form 481 to the Commission, in compliance with 47 C.F.R. §§ 54.313 and 54.422

Please feel free to contact me with any questions regarding this particular matter.

Sincerely,

Eric N. Votaw, Senior Manager

For Moss Adams LLP

Enclosures

.cc Launa Walker - ENMR

Public Utility Commission of Texas

	m 481 - Carrier Annual Reporting Ollection Form	FCC Form 481 OMB Control No. 306 July 2013	60-0986/OMB Control No. 3060-0819
<010>	Study Area Code	449037	
<015>	Study Area Name	PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITEI	PARTNERSHIP)
<020>	Program Year	2014	
<030>	Contact Name: Person USAC should contact with questions about this data	Eric N. Votaw	
<035>	Contact Telephone Number: Number of the person identified in data line <030	209-955-6116 >	
<039>	Contact Email Address: Email of the person identified in data line <030>	eric.votaw@mossadams.com	
ANNUA	L REPORTING FOR ALL CARRIERS		54.313 54.422 Completion Completion Required Required
			(check box when complete)
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	V
<200>	Outage Reporting (voice)	(complete attached worksheet)	V V
<210>	< check box i	f no outages to report	
<300>	Unfulfilled Service Requests (voice)	0	V
<310>	Detail on Attempts (voice)	(attach descriptive document)	
	Unfulfilled Service Requests (broadband)	(
<330>	Detail on Attempts (broadband)	(attach descriptive document)	
<400>	Number of Complaints per 1,000 customers (voic	e)	
<410> <420>	Fixed Mobile 1.0739E-4		
	Number of Complaints per 1,000 customers (broa		
<440>	Fixed	idband)	
<450>	Mobile		
	Service Quality Standards & Consumer Protection	•	
<510> <600>	449037TX510 Functionality in Emergency Situations	(attached descriptive document)	V V
<610>	449037TX610	(check to indicate certification) (attached descriptive document)	<u> </u>
	Company Price Offerings (voice)	(complete attached worksheet)	
	Company Price Offerings (broadband)	(complete attached worksheet)	
	Operating Companies and Affiliates	(complete attached worksheet)	V V
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	v []]]]]]
<1000>	Voice Services Rate Comparability	(check to indicate certification)	
<1010>		(attach descriptive document)	
	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<u> </u>
<1110>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	
-1200/	Price Cap Carriers, Proceed to Price Cap Addition		
~2000×	Including Rate-of-Return Carriers affiliated with P	-	
<2000> <2005>		(check to indicate certification) (complete attached worksheet)	
~2000·	Rate of Return Carriers, Proceed to ROR Addition		
<3000>		(check to indicate certification)	

(complete attached worksheet)

<3005>

	ervice Quality Improvement Reporting ollection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	37	
<015>		FEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3	LIMITED PARTNERSHIP)
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Eric N. Votaw	
<035>	Contact Telephone Number - Number of person identified in data line	030> 209-955-6116	
<039>	Contact Email Address - Email Address of person identified in data line		
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a year plan" filed with the FCC?	5 (yes / no) O	
<112>	If your answer to Line <111> is yes, then you are required to file a progreport, on line <112> delineating the status of your company's existing 54.202(a) "5 year plan" on file with the FCC, as it relates to your provisorice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). CETC which only receives frozen support, your progress report is only required to address voice telephony service.	n of rs,	
	Please check these boxes below to confirm that the attached PDF, on 112, contains a progress report on its five-year service quality improve plan pursuant to § 54.202(a). The information shall be submitted at the center level or census block as appropriate.	e ent	d Document (.pdf)
<113>	Maps detailing progress towards meeting plan targets		
<114>	Report how much universal service (USF) support was received		
<115>	How (USF) was used to improve service quality		
<116>	How (USF)was used to improve service coverage		
<117>	How (USF) was used to improve service capacity		
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.		

(200) Service Outage Reporting (Voice)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	449037		
<015>	Study Area Name	PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data	Eric N. Votaw		
<035>	Contact Telephone Number - Number of person identified in data line <030> 209-955-6116			
<039>	Contact Email Address - Email Address of person identified in data line <030> eric.votaw@mossadams.com			

<220>	<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h>></h>
	NORS									Did This Outage		
	Reference	Outage Start	Outage Start	Outage End	Outage End	Number of		911 Facilities	Service Outage	Affect Multiple		
	Number	Date	Time	Date	Time	Customers Affected	Total Number of	Affected	Description (Check		Service Outage	Preventative
							Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
							See attache					
								- -				
						WC	rksheet					
		1										
	<u> </u>	l	l	<u> </u>		1	I		1	I		

(700) Price Offerings including Voice Rate Data	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	449037		
<015>	Study Area Name	PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data	Eric N. Votaw		
<035>	Contact Telephone Number - Number of person identified in data line <030>	209-955-6116		
<039>	Contact Email Address - Email Address of person identified in data line <030> eric.votaw@mossadams.com			
<701>	Residential Local Service Charge Effective Date 1/1/2013			
<702>	Single State-wide Residential Local Service Charge			

<703>	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
					Residential Local			Mandatory Extended Area	
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
•									
-									
-									
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					See att	ached worksheet			
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<u>_</u>									

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	449037
<015>	Study Area Name	PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Eric N. Votaw
<035>	Contact Telephone Number - Number of person identified in data line <03	0> 209-955-6116
<039>	Contact Email Address - Email Address of person identified in data line <03	0> eric.votaw@mossadams.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
_	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }
-									
ŀ									
			Se	e attached					
-			work	sheet					
-									
-									
ŀ									

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code		449037	
<015>	Study Area Name		PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)	
<020>	Program Year		2014	
<030>	Contact Name - Person L	JSAC should contact regarding this data	Eric N. Votaw	
<035>	> Contact Telephone Number - Number of person identified in data line <030> 209-955-6116			
<039>	> Contact Email Address - Email Address of person identified in data line <030> eric.votaw@mossadams.com			
<810>	Reporting Carrier	Plateau Telecommunications, Inc.(Texas	RSA 3 Limited Partnership)	
<811>	Holding Company	ENMR Telephone Cooperative, Inc.		
<812>	Operating Company	Plateau Telecommunications, Inc. (Texas	RSA 3 Limited Partnership)	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
:	See a	ttached works	heet
•			
•			
•			
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-	bal Lands Reporting		FCC Form 481
Data Coll	lection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
4010	Shirdu Area Coda	449037	
<010> <015>	Study Area Code Study Area Name		THE (MINIS DOL 2 LINETED DIDWITTOUTD)
<020>	Program Year	PLATEAU TELECOMMUNICATIONS,	INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)
<030>	Contact Name - Person USAC should contact regarding this data	Eric N. Votaw	
<035>	Contact Telephone Number - Number of person identified in data line		
<039>	Contact Email Address - Email Address of person identified in data line		COM
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal	Name of Attach	ed Document (.pdf)
<921>	government pursuant to § 54.313(a)(9) includes: Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	Select (Yes,No, NA)	
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.		

,	o Terrestrial Backhaul Reporting lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	449037
<015>	Study Area Name	PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Eric N. Votaw
<035>	Contact Telephone Number - Number of person identified in data line <030>	209-955-6116
<039>	Contact Email Address - Email Address of person identified in data line <030>	eric.votaw@mossadams.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	

ifeline	erms and Condition for Lifeline Customers ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		449037
<015>	Study Area Name		PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)
<020>	Program Year		2014
<030>	Contact Name - Person USAC should contact regarding this data		Eric N. Votaw
<035>	Contact Telephone Number - Number of person identified in data I	ine <030>	209-955-6116
<039>	Contact Email Address - Email Address of person identified in data		
<1210> <1220>	Terms & Conditions of Voice Telephony Lifeline Plans Link to Public Website		Name of attached document (.pdf) http://www.plateautel.com/docs/safety_and_security.pdf
	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	V	
<1221> <1222>		v v	

Page 9 10/11/2013

Data Collect	Cap Carrier Additional Documentation ion Form		FCC Form 481
	ion Form		ONAD Control No. 2000 0000 (ONAD Control No. 2000 0010
I I		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers July 2013			
1			
<010> St	cudy Area Code 44903°		
	ady Area Code	AU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP	
	rogram Year 2014	TO IBBECOMMONICATIONS, INC. (IBMAS NOW 3 BIMITES TAKINBROMIT	1
	•	. Votaw	
		9-955-6116	
	·	ic.votaw@mossadams.com	
	· · · · · · · · · · · · · · · · · · ·		
CHECK the b	oxes below to note compliance as a recipient of Incremental Connect America P		
	support as set forth in 47 CFR § 54.313(b),(c),(d),(e) th	e information reported on this form and in the documents attached belo	ow is accurate.
	cremental Connect America Phase I reporting		
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}		<u> </u>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}		
Pr	rice Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification		
<2013>	2014 Frozen Support Certification		
<2014>	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification		
Pr	rice Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}		
<2016>	Certification Support Used to Build Broadband		
			<u> </u>
Co	onnect America Phase II Reporting {47 CFR § 54.313(e)}		
<2017>	3rd year Broadband Service Certification		
<2018>	5th year Broadband Service Certification		
<2019>	Interim Progress Certification		
<2020>	Please check the box to confirm that the attached PDF, on line 2021,		
	contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipi	ent	
	of CAF Phase II support shall provide the number, names, and addresses of		
	community anchor institutions to which began providing access to broadba	nd	
	service in the preceding calendar year.		
	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information	
<2021>	internit Progress Community Antinor institutions		
<2021>	interim Progress Community Anchor institutions	Name of Attached Document Listing Required information	

(3000) Ra	3000) Rate Of Return Carrier Additional Documentation FCC Form 481					
Data Collection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819			
			July 2013			
=	449037					
<010> <015>	Study Area Code	TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED	PARTNERSHIP)			
<020>	Program Year 2014	IBBBCOMMONICATIONS, INC. (IBRAS KOA 5 BIMITBD	TACINDROIT!			
<030>	Contact Name - Person USAC should contact regarding this data Ex	ic N. Votaw				
<035>	Contact Telephone Number - Number of person identified in data line <030>	209-955-6116				
<039>	Contact Email Address - Email Address of person identified in data line <030>	eric.votaw@mossadams.com				
CHECK t	he boxes below to note compliance on its five year service quality plan (pursu CFR § 54.313(f)(2). I further certify that	ant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring the information reported on this form and in the documents attach				
	Progress Report on 5 Year Plan					
(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information				
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.					
(3012) (3013) (3014)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	Name of Attached Document Listing Required Information	(Yes/No) (Yes/No)			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)					
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows					
(3017) (3018)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation If the response is no on line 3014, Is your company audited?	Name of Attached Document Listing Required Information	(Yes/No)			
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § $54.313(f)(2)$, contains					
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications					
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows					
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.					
(3022)	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications					
(3023)	Borrowers, Underlying information subjected to a review by an independent certified public accountant					
(3024)	Underlying information subjected to an officer certification.					
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows					
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information				

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Certification - Reporting Carrier	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	449037
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<030>	Contact Name - Pers	on USAC should contact regarding this data Eric N. Votaw
<035>	Contact Telephone N	lumber - Number of person identified in data line <030> 209-955-6116
<039>	Contact Email Addres	ss - Email Address of person identified in data line <030> eric.votaw@mossadams.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: Signature of Authorized Officer: Date Printed name of Authorized Officer: Title or position of Authorized Officer: Telephone number of Authorized Officer: Filing Due Date for this form: Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment

under Title 18 of the United States Code, 18 U.S.C. § 1001.

	ion - Agent / Carrier ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	449037
<015>	Study Area Name	PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)
		0014

<015> Study Area Name PLATEAU TELECOMMUNICATIONS, INC. (TEXAS RSA 3 LIMITED PARTNERSHIP)
<020> Program Year 2014
<030> Contact Name - Person USAC should contact regarding this data Eric N. Votaw
<035> Contact Telephone Number - Number of person identified in data line <030> 209-955-6116
<039> Contact Email Address - Email Address of person identified in data line <030> eric.votaw@mossadams.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier I certify that (Name of Agent) Moss_Adams_LLC also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. Name of Authorized Agent: Moss_Adams_LLC Name of Reporting Carrier: PLATEAU TELECOMMUNICATIONS, INC. (TEXAS_RSA_3_LIMITED_PARTNERSHIP) Signature of Authorized Officer: CERTIFIED_ONLINE Printed name of Authorized Officer: Tom_Phelps Title or position of Authorized Officer: CEO Telephone number of Authorized Officer: 57538942220 Study Area Code of Reporting Carrier: 449037 Filing Due Date for this form: 10/15/2013

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

TO BE COMPLETED BY THE AUTHORIZED AGENT:

•	ng Carrier eporting carrier; I have proven.
Date:	10/11/2013
-	Date:

Attachments

Response Line 610 Texas RSA 3 Limited Partnership Study Area 449037

Functionality in Emergency Situations:

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Texas RSA 3 Limited Partnership ("Plateau") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to Plateau's MSOs by use of generators and batteries that provide a minimum of 8 hours emergency power. In addition, Plateau's towers have been equipped with a combination of generators and batteries that provide a minimum of 8 hours of emergency power with capabilities in many locations to remain operational for up to 20 hours on emergency power.

Plateau has fiber optics deployed to many of its towers and in addition has redundant fiber optic paths from its core switching network allowing Plateau the capabilities to reroute traffic in emergency situations. Plateau has properly prepared itself for any network outages by having redundant and diverse routing in place to manage any outages and has also purchased sufficient replacement parts for its core network equipment to ensure a reliable network. For added security, reliability, and connectivity in emergency situations, Plateau has interconnection with the LATA tandem, other local exchange carriers and other wireless carriers. For added emergency functionality, Plateau has two Cell-on-Wheel ("COW") mobile towers. These COWs allow Plateau to quickly respond to emergency situations, including network outages.

Lastly, Plateau has developed network preparedness plans in case of emergency situations. Plateau has sufficient capacity within its switching network to handle call spikes in emergency situations and its staff has been sufficiently trained on those preparedness plans to minimize any and all outages during emergency situations.

Response Line 510 Texas RSA 3 Limited Partnership Study Area 449037

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) Texas RSA 3 Limited Partnership ("Plateau") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. Plateau provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. Plateau also conducts subscriber outreach regarding CPNI by periodically placing CPNI explanation messages onto its website informing subscribers on CPNI rules and regulations. In addition Plateau trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

Plateau adheres to the CTIA Consumer Code and rapidly discloses its rates and terms of service through use of its website as well as at the point of sale. The consumer is made aware of the applicable terms and fees for all services including minutes of use, overage fees, monthly recurring charges, taxes, fees and surcharges. Plateau also keeps its network coverage maps available on its website and also provides printed documentation for subscriber's information. Maps include the appropriate availability of service and are also periodically updated as needed. Plateau always provides printed material to its subscribers when contract changes are made. Plateau goes beyond the CTIA code and currently provides a customer with up to 14 days to accept services and return applicable equipment. All advertising provides the necessary disclosures and this is further coupled with insuring, when necessary, that appropriate disclosures are placed on Plateau's website. Plateau has been compliant with identifying appropriate billing charges and separating out taxes and surcharges for easy identification by the subscriber. Plateau provides access to customer service and offers multiple access paths by providing toll free numbers, providing necessary information for contact on its website, allowing customers to "chat" on its website, and has multiple store locations around its service territory to provide face-to-face customer service . Plateau promptly answers all inquiries or complaints received from governmental agencies. Plateau met the deadline to provide free notifications of usage and international roaming.

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	449037	
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<810>	Reporting Carrier Plateau Telecommunications, Inc.(Texas RSA 3 Limited Partnership)		
<811>	Holding Company	ENMR Telephone Cooperative, Inc.	
<812>	Operating Company	Plateau Telecommunications, Inc. (Texas RSA 3 Limited Partnership)	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
=	ENMR Telephone Cooperative, Inc.	442262	Plateau
-	Plateau Telecommunications, Inc.		Plateau TV, Plateau
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